

**AAC****Accessibility Advisory Committee**

600 Fifth Street NW
Washington, DC 20001
202-962-6060

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:

October 19, 2015

NUMBER OF REGISTRANTS:

As of August 31, 2014: 35,120
As of August 31, 2015: 38,620
Change: (+9.97%)

SERVICE PROVIDED:

Ridership	(Passengers	 	Completed Trips):
August 2014:	186,418		157,362
August 2015	189,097		160,194
Change:	(+1.44%)		(+1.8%)
2015 FYTD:	378,749		319,989
2016 FYTD:	383,007		325,045
Change:	(+1.12%)		(+1.58%)

Average Weekday Ridership:

August 2014: 7,619
August 2015: 7,766
Change: (+1.92%)

2015 FYTD Average: 7,546
2016 FYTD Average: 7,660
Change: (+1.51%)

Reservations:

August 2014: 264,780
August 2015: 265,113
Change: (+0.13%)

2015 FYTD: 537,318
2016 FYTD: 542,251
Change: (+0.92%)

Trips Scheduled:

August 2014:	202,845
August 2015:	204,089
Change:	(+0.61%)
2015 FYTD:	411,400
2016 FYTD:	414,955
Change:	(+0.86%)

No-Shows (as a percentage of scheduled trips):

August 2014:	3,409	(1.68%)
August 2015:	3,283	(1.61%)
Change:	(-3.70%)	(-0.07%)
2015 FYTD:	6,599	(1.60%)
2016 FYTD:	6,910	(1.67%)
Change:	(+4.71%)	(+0.07%)

Late Cancellations (as a percentage of scheduled trips):

August 2014:	9,378	(4.19%)
August 2015:	11,422	(5.60%)
Change:	(+21.80%)	(+1.41%)
2015 FYTD:	18,929	(4.60%)
2016 FYTD:	22,592	(5.44%)
Change:	(+19.35%)	(+0.84%)

PERFORMANCE OUTCOMES:

Safety - Collisions per 1,000,000 Service Miles [Goal ≤ 29.00]:

August 2014:	24.65
August 2015:	26.43
Change:	(+7.22%)
2014 CYTD:	28.51
2015 CYTD:	27.13
Change:	(-4.84%)

Safety - Preventable Collisions per 1,000,000 Service Miles [Goal \leq 20.00]:

August 2014:	15.13
August 2015:	16.18
Change:	(+6.98%)

2014 CYTD:	13.54
2015 CYTD:	12.54
Change:	(-7.34%)

Safety - Passenger Injuries per 1,000,000 Passengers:

August 2014:	10.73
August 2015:	26.44
Change:	(+146.46%)

2014 CYTD:	23.64
2015 CYTD:	23.85
Change:	(+0.89%)

On-Time Performance [Goal \geq 92.0%]:

August 2014:	92.83%
August 2015:	94.72%
Change:	(+1.89%)

2015 FYTD:	92.71%
2016 FYTD:	94.75%
Change:	(+2.04%)

Percentage of Missed Trips [Goal \leq 0.75%]:

August 2015:	0.29%
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Percentage of Excessively Late Trips

(More than 20 minutes beyond the pickup window) [Goal \leq 0.75%]:

August 2015:	0.68%
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Customer Complaints**

Complaints per 1,000 trips requested [Goal ≤ 5.00]:

August 2014:	4.22
August 2015:	3.56
Change:	(-15.76%)

2015 FYTD:	4.65
2016 FYTD:	3.58
Change:	(-23.08%)

**Valid complaints only. Determination of validity is continuously subject to WMATA review.

AUTOMATED PROCESSES:

Trips Booked by Internet (as a percentage of total reservations):

August 2014:	36,518	(13.79%)
August 2015:	36,788	(13.88%)
Change:	(+0.74%)	(+0.09%)

Trips Cancelled by Internet (as a percentage of total reservations):

August 2014:	15,402	(5.82%)
August 2015:	17,547	(6.62%)
Change:	(+13.93%)	(+0.80%)

Trips Cancelled by Interactive Voice Response System (IVR):

August 2014:	7,190
August 2015:	5,572
Change:	(-22.50%)

EZ-Pay	(Transactions	 	Value Added)
August 2014:	5,339		\$393,952.59
August 2015:	6,015		\$404,541.74
Change:	(+12.66%)		(+2.69%)

FARES (PAYING PASSENGERS ONLY):

Average Fare:

August 2015:	\$4.76
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Percentage Paying Maximum \$6.50 Fare:

August 2015:	34.28%
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